



Panacea workflow systems

www.pws-europe.com

Company Introduction

Panacea Workflow Systems, provides software tools and consulting solutions for BMC® Remedy®. Established in 1997, with 250 customers worldwide. Our consultants are BMC®, ITIL & CMDB certified, delivering solutions simply, quickly and professionally. We are a BMC Technology Alliance partner.

Microsoft SharePoint

Microsoft SharePoint makes it easier for people to work together. Using SharePoint, you can set up Web sites to share information with others, manage documents from start to finish, and publish reports to help everyone make better decisions

BMC Remedy Action Request System

AR System provides a single, consolidated Service Process Management platform for automating and managing Service Management business processes.

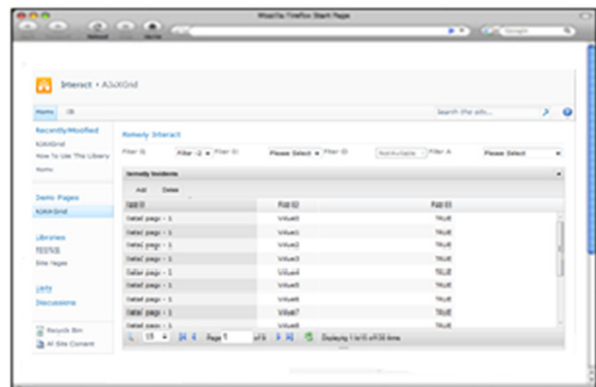
Why Integrate SharePoint and Remedy?

- Simply access your ITSM product from your intranet
- Add value to using the Intranet and reduce calls direct to the Service Desk by making it easy, I'm in my intranet, searching for a doc, reading info, quick click to log a call
- Utilise SharePoint as an ITSM knowledge base, self help, knowledge management
- Extend to manage purchasing and department requests
- Single point of call for all staff on the Intranet, Support staff can access call info from any desktop, anywhere
- User friendly front-end
- Customise view/queries for different teams by role or region from Active Directory or Remedy Permissions
- Corporate design applied to ITSM functions
- Increase the availability of information from within Remedy to a wider community



SharePoint - Remedy Integration

- Panacea Workflow Systems have developed an integrated solution between SharePoint and Remedy. Utilising SharePoint's deployable web part functionality, we give you the power to integrate Remedy as a SharePoint feature.
- Built on the XSLT, WCF and SharePoint 2010/2007 technologies.
- We provide a WCF web service to be a gateway for SharePoint to communicate with one or more Remedy servers in real time.
- The web part layer is a flexible and innovative toolkit. The toolkit allows for the configuration of the "interact" web part that can produce completely bespoke UI, giving the customer full autonomy over how their users interact with information from Remedy, thereby maximising business value.
- Typical examples would include a display table of information from Forms, linked with dropdown filters and implements two way transmission of information between web parts and Remedy servers.
- The flexibility of the toolkit allows integration with both standard ITSM applications or any customised or bespoke development.
- The web parts are able to take on existing Corporate styling.



SharePoint Integration



Example Integration Points:

Web Part toolkit

- Display the contents of your Remedy Forms within the rich SharePoint web part UI
- Populate html tables with content from any Remedy form
- Filter the contents of tables with interlinked selection menus
- Extremely configurable by editing web page XSLT
- All web page configuration performed using xml and xslt
- Users able to configure web-parts which query /modify any table in Remedy in less than a day

Wiki Feature

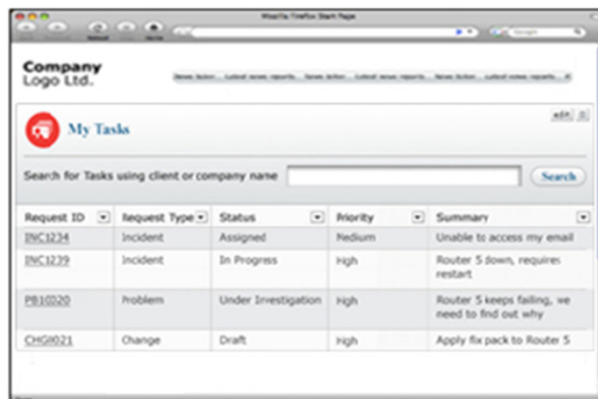
- Bring wiki approval into your ITSM change management process
- Use Remedy Change Management to approve changes to wiki entries
- When wiki is submitted for approval, new entry created in Remedy
- When wiki is approved in Remedy, wiki page is set to approved in SharePoint

Calendar web part

- Display information from Remedy Forms in a popular calendar format
- Simple way to display your Change Schedule to all of your organisation
- AJAX based to minimise fetch of data from server



www.pws-europe.com
info@pws-europe.com



Integration Benefits

- Allowing for richer multi-point integration with the Remedy platform than BCS (Business Connectivity Services - Sharepoint 2010) or BDC (Business Data Catalog - Sharepoint 2007).
- Deploys within a self-contained SharePoint solution ".wsp" packages for easy deployment and upgrade.

Business Benefits

Overall a return on investment can be seen within days of using the Integration:

- Consolidate your existing systems
- Reduce training costs by use of a familiar interface, users up to speed quickly
- Simplify access to critical data
- Simplify common tasks
- Integrate information from multiple systems
- Harmonization of information
- Improve collaboration
- Integrated and sophisticated security
- Highly customisable, and versatile
- Leverage investment in both product sets

Spec for SharePoint Integration

- SharePoint 2007 / 2010
- AJAX required for calendar and enhanced web parts
- Any BMC Remedy server version